



**Development  
Services Agency**

John R. Kasich, Governor

David Goodman, Director

August 7, 2017

Nelson Burns, President and CEO  
Coleman Professional Services, Inc.  
5982 Rhodes Road  
Kent, Ohio 44240

Subject: Monitoring Report; Homeless Crisis Response Program; Grant Number: S-L-15-7GJ-2;  
Supportive Housing Program; Grant Number S-Y-15-7GJ-1

Dear Mr. Burns:

Michael Burris, of my staff, conducted a monitoring visit on May 25 and 26, 2017 at Coleman Professional Services, Inc. to review the above-noted grant. Thank you for your time and cooperation.

The Office of Community Development's (OCD's) objective in conducting a monitoring visit is to ensure that: 1) the grantee carried out the program described in its application; 2) the project complies with program requirements; and 3) the grantee has a continuing capacity to carry out the approved program in a timely manner. During a monitoring visit, OCD also provides technical assistance in specific program areas, as needed.

The monitoring results are based on a representative sample of grant-related files and a limited review. Attached is an analysis of Coleman Professional Services, Inc.'s performance and compliance, as well as any findings, advisory concerns, and corrective actions. Since OCD did not note any findings or corrective actions, a response to this monitoring report is unnecessary.

Questions regarding this letter should be directed to Michael Burris at (614) 466-7381.

Sincerely,

Matthew LaMantia, Deputy Chief  
Office of Community Development

ML/SG/MB/LC

c: Tammy Weaver, Coleman Professional Services, Inc.  
Lisa Ward, Coleman Professional Services, Inc.  
OCD: Scott Gary  
**Monitoring File**

**GRANT NUMBER:** S-L-15-7GI-2, S-Y-15-7GI-1  
**ORGANIZATION:** Coleman Professional Services, Inc.  
**DATE OF VISIT:** May 25 and 26, 2017  
**OCD STAFF:** Michael Burris

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**1. PROJECT DESCRIPTION**

Homeless Crisis Response Program

Coleman Professional Services, Inc. provides homelessness prevention and rapid re-housing assistance to single adults and families who are below 30 percent of the area median income and would otherwise be homeless in Ashtabula, Geauga, Lake, Portage, and Trumbull counties through financial assistance and housing relocation and stabilization services. The key partners in providing assistance are Ashtabula County Community Housing Development Organization, Catholic Charities of Ashtabula County, Humility of Mary/Emmanuel Care Center, Family & Community Services, Lifeline, Inc., Trumbull County Mental Health and Recovery Board, and WomenSafe, Inc.

Supportive Housing Program

Coleman Professional Services, Inc. provides 10 units of permanent supportive housing with a capacity of 10 households. The agency's projected demographic is chronically homeless, adult males and females who are at or below 35 percent of Area Median Income in Jefferson County. Supportive services provided include case management, referrals to community service providers, and housing search and placement. Grant funds are used for housing operations, supportive services, and limited administrative expenditures.

**2. ADMINISTRATIVE**

Coleman Professional Services, Inc.'s administrative files were reviewed for compliance with grant requirements. Items examined included the agency's procurement policy, contractual agreements, board minutes, personnel policies, and OCD required reports and correspondence. The files contained the appropriate documentation.

The agency produced HUD Annual Performance Reports (APR) for grant number S-L-15-7GI-2 for the period of January 1, 2016 through December 31, 2016 for both the Homelessness Prevention and Rapid Re-Housing programs. The agency produced a HUD APR for grant number S-Y-15-7GI-1 for the period of January 1, 2016 through December 31, 2016. All reports demonstrated overall good data quality.

OCD last monitored the agency on November 20, 2015. It was noted that Coleman Professional Services, Inc.'s partner agencies were not providing sufficient documentation in client files. OCD confirmed during this monitoring visit that the agency's partner agencies' files were improved, and the files did not have missing required documentation.

**3. PROGRAM**

Homeless Crisis Response Program

OCD staff reviewed 15 homelessness prevention and 15 rapid re-housing files for consistency with the Homeless Crisis Response Program guidelines. This included a review of

documentation that the household was homeless or at imminent risk of homelessness, income eligibility, and that a minimum level of assistance was provided. The files were also reviewed for other required documentation, such as leases, eviction notice, utility disconnect notices, rent reasonableness calculations, and habitability and lead-based paint inspections. The files contained the required documentation.

Coleman Professional Services, Inc. proposed to provide 109 households with homelessness prevention assistance and 325 households with rapid re-housing assistance in Ashtabula, Geauga, Lake, Portage, and Trumbull counties during the period of January 1, 2016 through December 31, 2017. Per the agency's APR, the agency has provided 32 households with homelessness prevention assistance and 155 households with rapid re-housing assistance for the period of January 1, 2016 through December 31, 2016.

#### Supportive Housing Program

Coleman Professional Services, Inc. provides ten units of permanent supportive housing at the Beacon House with a capacity of ten persons for homeless, disabled males and females who are at or below 35% AMI in Jefferson County. On the date of the monitoring, 100% of the agency's units were occupied. The agency proposed to serve 15 households/persons, and the agency's APR revealed that it had served 20 households/persons over the period of January 1, 2016 through December 31, 2016. A review of the HUD APR revealed that 80% (8 of 10) of leavers exited to permanent destinations, and 20% of leavers exited to an institution: one exited to jail/prison and one exited to a hospital.

The monitoring visit included a tour of the Beacon House, located at 740 N. Sixth Street, Steubenville. The facility was found to be in excellent condition.

#### **4. FINANCIAL**

A financial test was not conducted on the date of the monitoring since Ohio Development Services Agency's audit office recently conducted an audit of the agency.

#### **5. SUMMARY**

Coleman Professional Services, Inc. is commended for the homeless services it is providing to men and women in Jefferson County and rapid re-housing and homelessness prevention assistance it is providing to men, women, and families in Ashtabula, Geauga, Jefferson, Lake, Portage, and Trumbull counties. The monitoring visit revealed that the agency is providing the range of services stated in its applications and grant agreements.

OCD thanks Tammy Weaver, Lisa Ward, and their staff for their assistance and availability during the visit.

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